



Office of Finance and Administration

Logistics Division – Buildings Management Branch

Subject - Service Desk Hot Line Number: **713 – HELP (4357)**
Service Desk email: facilities.servicedesk@noaa.gov

In order to expedite maintenance requests and ensure complete customer satisfaction, we have established a Service Desk Hot Line Number. This direct number will receive all maintenance requests and issue service tickets accordingly. The Service Desk Hot Line Number will provide efficient and effective service for all requests. The service desk hours of operation are 8 AM to 4 PM.

***** Emergency calls after 4 PM, please call (301) 713-2414 *****

All maintenance requests must first be submitted to the Service Desk via the hot line number or by email (facilities.servicedesk@noaa.gov). This will allow Buildings Management to track your request and ensure prompt service.

The following defines the process for submitting a request; the category of a call and the expected response time associated with that category.

Reporting / requesting buildings management services:

- Client places call and/or email
- Client provides the following:
 - Name
 - Phone Number
 - Building location/Station number/Email address
 - Nature of request
- Once call/email is placed, system generates an auto-email reply
 - Reply notifies requestor that their request has been entered into the system and a Foulger Pratt/GSA Engineer will be responding.
 - Email notification provides client with name and contact number of the specific Facilities Buildings Manager for questions/concerns.
 - Email notification provides client with a request number for reference
- Request goes to Foulger Pratt or GSA (SSMC1) for follow up and completion.

Type of Call / Response Time:

Emergency – (With in 15 minutes)

- **An Emergency** is an event or situation that imperils the safety or health of employees, and requires immediate action to prevent injury or death. It could also be a situation that is critical to continued buildings operation or function. Examples:
 - Water leaks
 - Fire

Urgent – (With in 2 hours)

- **An Urgent** call is critical in nature, but which allows more time before it becomes a crisis. Action is needed promptly to prevent an incident from becoming more serious. Examples:
 - Hot/cold room temperatures
 - Power outages

Routine – (With in 4 hours)

- **A Routine** call is all other service calls at the building. Examples:
 - Ceiling lights not working
 - Toilets not flushing
 - Toilets flushing continuously

**** Routine calls will be met within a 4 hour period; however, due to unforeseen reasons where a request can not be met within a 4 hour period, Foulger Pratt will notify Buildings Management and/or the client.**